



## **APCO-NENA 2018 Training Conference Highlights**

**We are excited about the sessions we are offering this year! Here are a few of the highlights...**

### **Monday, April 23<sup>rd</sup>**

**8:30 a.m. - 5:00 p.m.**

Pre-Conference Course – Bullying & Negativity in the Comm. Center

Bullying is prevalent in the workplace including America's 9-1-1 Comm Centers. The number of US workers affected by bullying is a staggering 65.6 million. In this presentation, we will define what bullying is and give some examples. We will also look at the people it affects in our Comm Centers. Finally, we will give you the tools to combat the bullying problem in your Comm Center.

**9:00 a.m. – 12:00 p.m.**

APCO/NENA Boards & Conference Committee Set-up

**1:00 p.m. – 4:00 p.m.**

APCO Committee Meetings

1:00 p.m. – 2:00 p.m. – ProCHRT Committee

2:00 p.m. – 3:00 p.m. – Training Committee

3:00 p.m. – 4:00 p.m. – Social Media Committee

**6:00 p.m. – 7:00 p.m.**

New Attendee Welcome Reception

**7:00 p.m. – 11:00 p.m.**

Welcome Event

### **Tuesday, April 24<sup>th</sup>**

**8:30 a.m. – 10:15 a.m.**

Opening Breakfast and Awards

**10:30 a.m. – 12:00 p.m.**

APCO Business Meeting

### **User Group Meetings**

Airbus User Group

West User Group

**10:30 a.m. – 12:30 p.m.**

Region 9 Meeting

**1:00 p.m. – 2:00 p.m.**

Telecommunicator

Active Shooter Update – Tony Harrison

A review of 2017 Active Shooter incidents and what we should expect to see in 2018.

Supervisor/Manager

Text to 9-1-1 from the Dispatcher's Perspective – Amber Siena

Everyone wants to know how is text to 9-1-1 going to really work, what does a call look like and are we going to be overwhelmed with calls. We went live with Text to 9-1-1 in November 2015 and didn't know exactly what we were getting ourselves into. Through testing of calls and a lot of trial and error, I will share what we have learned through the two years. We currently use the Viper system (Viper 4.1 and Power 5.1) with Centurylink as our LEC. Our Text to 9-1-1 system is "SMS to PSAP MSRP" and our Text Control Center is West.

**1:00 p.m. – 2:30 p.m.**

ECats User Group

Motorola User Group

**2:30 p.m. – 3:30 p.m.**

Telecommunicator

Front Line Leaders – Tony Harrison

We need more leaders. This session will examine what we need to be doing to assume leadership roles in the communications center.

Supervisor/Manager

Millennials – NextGen Telecommunicators – Vivian Sanders

This class will provide supervisors/trainers with information for planning and implementation for recruiting, hiring and working with millennials. The course will provide the participants with innovative ways to train and employ the Next Gen dispatcher for their PSAP.

Special Interest

Are We There Yet – What's Next for the Telecommunicator? – Bonnie Maney

Join us on a road trip where we will tour the unique challenges faced by the Telecommunicator's of today and tomorrow. During this excursion we will explore the capabilities, operational and policy evolution expected in a data rich world. We will stop to talk about myths, fears, and benefits of a new public safety communications ecosystem and answer the question – "What's next for the Telecommunicator?".

Takeaways: The technology revolution will continue to shape the capabilities of emergency communications centers and drive the public's expectation of service. The only constant is that transformational change has and will continue to be inevitable for the Telecommunicator and we will always be expected to "get it just right". History shows us that although challenges exist, we cannot ignore the benefits that these changes will have for every aspect of the emergency communications ecosystem.

## Technical

### High Capacity Mission Critical Microwave in the LTE/5G Era – Ronil Prasad

This session will discuss evolution of microwave technology to support traditional public safety requirements as well as new technologies such as LTE and 5G. The presentation will review requirements and delve into trends and technologies that enhance capacity and operation simplicity of microwave in preparation for the next generation networks.

**4:00 p.m. – 7:00 p.m.**

Exhibit Hall Opens

**7:00 p.m. – 11:00 p.m.**

Networking Event

## **Wednesday, April 25<sup>th</sup>**

**8:00 a.m. – 9:30 a.m.**

NENA Business Meeting & Elections

**9:00 a.m. – 1:00 p.m.**

Exhibit Hall Open

**1:30 p.m. – 5:00 p.m.**

State Database Meeting

**1:30 p.m. – 2:30 p.m.**

### Telecommunicator

Complacency and Liability – Deidre Bruton

High energy course that highlights the importance of staying current on agency policies, checking the small boxes, staying alert and making timely notification. This course will show a direct link between becoming complacent (sometimes unaware) and incurring liability as a Telecommunicator.

### Supervisor/Manager

9-1-1 Quality Assurance and Performance Measurement Best Practices – Phil Jones

All the training in the world is useless without standards to train to and metrics to measure against to drive continuous improvement. These ideas are the driving force behind the APCO/NENA standard for Quality Assurance/Improvement (QA/QI) and new standards currently under development. Whether your 9-1-1 center is still trying to get a QA program off the ground, or you simply feel you can do better, you won't want to miss this session. We'll share ten 9-1-1 QA and performance measurement best practices that align with the new standard and incorporate lessons learned from some of the highest performing PSAPs and experts.

You'll learn about:

- How to design your program to align with the APCO/NENA QA/QI ANSI Standard;
- Best practices and tips to ensure an effective and efficient QA/QI program, including: how to overcome resistance to your QA program, selecting the right Quality Assurance Evaluator, how many and which calls to QA, calibrating for consistency, and more;
- Performance measurement industry standards and what metrics and objectives are most commonly used by PSAPs today;
- The pitfalls and challenges of tracking performance metrics and how to do it more efficiently and effectively.

## Technical

### FCC Licensing & Radio Interference – Katherine Reynolds

This training session will include a review of the procedures involved with FCC Radio licensing, frequency coordination and interference issues for Public Safety agencies. We will go over the steps required to modify an existing radio license or apply for a brand new license. We will also cover the procedure to apply for a special temporary authority license, required notifications to the FCC, regional planning committees that manage 700/800MHz and license renewals.

Furthermore, we will cover a brief overview of the frequency coordination process and some of the obstacles that may be encountered during coordination. The process of obtaining an ASR (antenna structure registration) and the environmental notification process will also be covered. In addition, we will discuss radio frequency interference issues and APCO's role in helping public safety agencies resolve radio interference issues. This session will provide valuable information to help Public Safety agencies properly manage their FCC radio license and stay in compliance with FCC rules and regulations.

### **1:30 p.m. – 3:45 p.m.**

#### Special Interest

##### Hurricane Irma Deployments – Natalie Duran

A look at Hurricane Irma's path in Florida. We will walk you through the preparations, before, during, and after the storm. Meet some of FL-TERT's finest and the lessons learned.

### **2:45 p.m. – 3:45 p.m.**

#### Telecommunicator

##### Hung-up on Hang-ups: Assessing and Solving the Abandoned Call Issue – Fred Himburg

911 call centers deal with a high number of abandoned calls and spend incredible amounts of time with them. Learn about options for your PSAP to be more effective, efficient, and help keep your professional call takers happier.

#### Supervisor/Manager

##### Operational Considerations related to Regional Deployments of NG9-1-1 – Ray Paddock

Florida's migration to NG9-1-1 capitalizes on the "System of Systems" philosophy embedded in the NG9-1-1 Standards. Regional and even individual County implementations may occur. While the standards support the required interoperability between NG9-1-1 systems, there are important operational considerations that occur especially at the boundaries between systems.

This session will provide attendees an overview of the special operational considerations that occur when Regional NG9-1-1 systems are deployed and provide possible approaches to successfully addressing them.

Attendees should have some background in the NG9-1-1 architecture, however, this session is focused on operational issues.

## Technical

NG911, Now what? It's up to YOU to deliver on the promise! – Tracy Eldridge

The industry has been talking about Next Generation 9-1-1 for over a decade now, and PSAPs and the general public have been promised major improvements: more accurate location information, location-based call routing, multimedia to the PSAP and much more. Citizens are used to smartphones and expect more and more innovation from public. While most of the country is still undergoing major upgrades to their network and telephony infrastructure, this session looks at the more practical aspects for PSAP managers, supervisors and Telecommunicators. It will focus on what you in the PSAP need to know, and more importantly, what you need to do.

**4:00 p.m. – 5:00 p.m.**

## Telecommunicator

¡AY CARAMBA! Understanding Language and Cultural Barriers on 911 Calls – Joe Matthews

This highly interactive presentation provides insights from a survey of 911 interpreters representing 46 languages. The presentation highlights the most common language and cultural issues that complicate 911 calls:

- Getting to the point
- Fear of authorities
- Determining addresses
- Cultural issues of callers

We also discuss interpreter's suggested strategies for PSAP personnel to work through issues that arise. The presentation also provides essential tips to teaming more effectively with interpreters during emergencies.

## Supervisor/Manager

PTSD – Who Me? Yes you! – Tracy Eldridge

Post-traumatic stress affects everyone in the public safety circle, including telecommunicators, in some form or another. By looking at where post-traumatic stress starts and where it has the potential to end, your instructor will take you on her personal journey from the depths of darkness to a place of peace. In addition, this presentation will look at a PTSD timeline that includes the events leading up to PTSD, warning signs, diagnosis, ways to get help and, most importantly, how to have it but not let it have you!

## Technical

FirstNet & NG9-1-1: The Future of Public Safety Communications – Bill Hinkle

It is an exciting time for FirstNet and public safety. After many years of planning a new era in Public Safety Communications will actually begin in 2018. The convergence of NG9-1-1 and FirstNet in the PSAP is going to dramatically change with the utilization of broadband technology to communicate with your first responders. In 2018 FirstNet will deliver a dedicated public safety grade broadband network that will permit the exchange of multimedia data and the use of many new applications in real-time. This year attendees will learn in greater detail about how the PSAP will be impacted and of the many benefits that FirstNet will deliver in this new era in public safety communications.

## Special Interest

Advanced Microwave Radio Solutions: (MW, MPLS and Cybersecurity) – Henk Hoets

Understanding Advanced Microwave Radio Solutions: Why mission critical high capacity Microwave Radio, MPLS (Multi-protocol label switching) and Cybersecurity are the most suitable advanced networking technologies available to support public safety communications networks that use point-to-point microwave systems.

## **Thursday, April 26<sup>th</sup>**

8:30 a.m. – 9:30 a.m.

### Telecommunicator

Year 1 of Supervising – Danika Lubold

Are you interested in becoming a Communication's Supervisor? I want to share with you a list of things I learned within my first year of supervising, and what I did to adjust my own style to respect others and have them respect me back. I want to help you prepare to be the best supervisor that you can be, while you're learning the tasks and responsibilities that are required of you.

Focus during this session will be: Leadership style – Documentation - Friend vs. Supervisor - Earning / Giving Respect - Personal development opportunities - And more... Come learn and have fun with me!

### Supervisor/Manager

State Stuff – Wendy Parkinson

PST Program and Certification Updates

### Technical

GIS for NG9-1-1: Tabular MSAG to GeoMSAG Conversion – Jason Blalock

NG911 brings many new GIS data management considerations for coalescing, validating and utilizing data from multiple sources for location validation & geospatial call routing. This session will cover data management suggestions & best practices to ensure that Public Safety/Emergency 911 Call Centers' data is ready for the transition. Multiple agencies have converted from tabular Master Street Address Guide (MSAG) to a GIS-based MSAG or "GeoMSAG" for geospatial based validation & call routing. Learn how creating and maintaining the "GeoMSAG" will result in operational efficiency gains as 911 address validation is driven by GIS data, eliminating redundancy & streamlining 911 data management.

### Special Interest

Planning an Exercise for PSAP Preparedness & Incident Response – D. Michael Jankowski

The 911 center and the PSAP are generally the first line of defense during an incident. When disaster strikes, citizens call 911 for help. Ensuring that someone is on the other end of the telephone line must be a primary goal for public safety.

This course is designed not only to better prepare the PSAP, but to also bridge the gap between emergency planning concepts and PSAP operations. Upon completion of this course, the learner will gain knowledge of emergency management concepts such as all-hazard planning, hazard and vulnerability assessments, and the Homeland Security Exercise Evaluation Program (HSEEP), giving PSAP leadership the tools to create and implement solid training and exercise programs meant to better prepare communication centers for disasters before they happen.

The Learners will also gain an understanding of the Incident Command System (ICS) and how implementing ICS within the communication center can have a positive impact on PSAP operations during an incident or planned event. Finally, the learner will obtain information for the recovery efforts within the PSAP and for the staff to return to normalcy after an incident such as CISM, TERT, or other programs.

**9:00 a.m. – 5:00 p.m.**

State 911 Coordinators Meeting

**9:45 a.m. – 10:45 a.m.**

Telecommunicator

Management of Traffic for the PSAP – James Oehmke

This course would give an overview to the frontline telecommunicator on what management of traffic is. Description of available resources that may need to be called. Severity and time frames associated with management of traffic. What information dispatchers can get and pass on to responding units to help facilitate quicker responses of MOT units, and how to help get the road cleared quicker and back open. Will show several of the dangers responders deal with on the roadways. Will show challenges towing services face and recommendations to assist them.

Supervisor/Manager

Uncovering the Leader in You – Jennifer Siracusa

This course will highlight the Supervision/ Management roles of the Communication world. The following will be topics during the 60min course; Dealing with the change of becoming a supervisor - Dealing with the challenges of becoming your friends boss. - All the personalities on your new team - How to build of happy and healthy dispatchers.

This course will engage the class in conversation on issues attendees are having and giving an understanding that you are not alone in the struggle of building strong leadership and supervisor skills that your team will follow.

Technical

Lessons Learned from ESInet Deployments – Jared Hertzler & Ford Frey

As more and more agencies and governments begin to plan their transition to NG9-1-1 solutions, it is critical to review some of the fundamental questions necessary for a successful ESInet deployment, ranging from network providers, core components, and call handling to security, GIS, and operational support during and after implementation. This session will also explore interactions between state, regional, and county-level ESInet solutions.

**9:45 – 12:00**

Special Interest

How to win an Oscar by being a Fred” – Cary Gallop

The core of public service is in the service. Many time we enter into customer service to be part of the change that makes something better than the way we found it. Months or years into the career we find ourselves chasing the pay check but forget why we started here to begin with.

In order to stay on course we need to enroll in our own Personal Growth University. To find out if you need to enroll ask yourself these questions: Think about it. Do you add to or take away from the experience of your customers and colleagues? Do you move your organization closer to or further from its goals? Do you perform your work in an ordinary way or do you execute it superbly? Do you lighten someone's burden, or add to it? Do you lift someone up, or put someone down?

**11:00 a.m. – 12:00 p.m.**

Telecommunicator

Leaders of the Future Unite – Navigating the Future Together – Bonnie Maney

Do traditional leadership practices fit in a public safety communications world without borders? Discussion includes leadership development and the paradigm shift that comes along with the disruptive nature of transformational change. What's relevant when it comes the future of organizational health, self-development and building tomorrow's emergency communications center leaders... and how do we make it work together?

Takeaways: Current leadership and staff development practices may fall short in tomorrow's emergency communications center. We need to modify our leadership practices to improve performance and develop the leaders of tomorrow's PSAPs. To succeed we need a better understanding of working together to improve organizational health through periods of transformational change.

Supervisor/Manager

Plan, Prepare, Respond – Effective Communications in events and disasters – Pam Montanari & Dale Moushon

Building Relationships and understanding resources that are available to support communications during response to disasters and large scale events.

This presentation will provide an overview of DHS Resources and programs that are available to support communications. Provide information on DHS Priority Service Offerings and tips on developing relationships and contacts that are key to expediting response and recovery.

Technical

Tail Wagging the Dog: The Hidden Approach to PSC Procurement – Terry Burnworth

At times it seems vendors that tell customers what, when, and how to do something. Vendors have the most expertise concerning their products, services, or installations, but they tend to be singularly focused for a good reason: their own business interest. There are three basic perspectives to look at when considering procurement: 1. Vendor's perspective 2. Customer's perspective 3. Consultant's perspective The market is more complicated that it has ever been in the past. There are three procurement methodologies that will be presented with the pros and cons for each as well as past examples.

**1:15 p.m. – 3:15 p.m.**

Super Session

**3:30 p.m. – 4:30 p.m.**

APCO Business Meeting & Elections

**6:00 p.m. – 10:00 p.m.**

Closing Gala and Installation of the APCO and NENA Boards

**Friday, April 27<sup>th</sup>**

**8:30 a.m. – 5:00 p.m.**

Post-Conference Course – Crisis Negotiations for Telecommunicators

This course will build on the knowledge, skills and abilities inherent in basic telecommunicator training programs to educate the public safety communications professional on the most effective way to receive and process calls involving crisis situations and to ensure they fulfill their role as a vital component of the overall public safety response.



**8:30 a.m. – 5:00 p.m.**

Post-Conference Course – Liability in the 9-1-1 Center

9-1-1 center personnel face exposure to legal liability both inside and outside the workplace. While some of this is unavoidable due to the nature of the job, training and illustration of potential pitfalls can serve to minimize potential risk. Drawn from real-world experiences, this course provides practical suggestions on limiting PSAP personnel and 9-1-1 center liability.

Attendees will hear about the concepts underlying legal terms like “liability”, “damages”, and “immunity”. Lessons learned from court cases will be used to provide examples of procedural violations that formed the basis of lawsuits against PSAPs. The hiring and management of personnel and dispatch center operations will be examined from the standpoint of compliance with federal and state laws that regulate these areas. Finally, the concept of privacy in the dispatch center will be evaluated from a constitutional perspective and in light of the many rules governing the confidentiality of medical information.